

**IN THE CLAIMS:**

No claim amendments are filed herein. However, for the convenience of the Examiner, the text of all pending claims is provided below.

1. (PREVIOUSLY PRESENTED) A remote maintenance apparatus used for maintenance of terminals connected to a network, comprising:

- a first obtaining part which obtains configuration information, of hardware and software of terminals, sent from said terminals;
- a storing part which stores said configuration information, of hardware and software obtained by said first obtaining part, while bringing said configuration information of hardware and software into correspondence with generation information;
- a second obtaining part which obtains configuration information of hardware and software of a failed terminal which is associated with failure information which is sent from said failed terminal, or, which obtains configuration information of hardware and software of said failed terminal by identifying the newest configuration information of hardware and software of said failed terminal which is stored in said storing part; and
- an extraction part which extracts difference information between configuration information obtained by said second obtaining part and configuration information stored in said storing part.

2. (PREVIOUSLY PRESENTED) A remote maintenance apparatus used for maintenance of terminals connected to a network, comprising:

- an obtaining part which obtains configuration information, of hardware and software of terminals, sent from said terminals;
- a storing part which stores the newest configuration information of hardware and software of each terminal obtained by said obtaining part;
- a generation part which identifies terminals to which resources are distributed on the basis of said resources and configuration information of hardware and software stored in said storing part, and generates a list describing correspondence between said resources and said terminals to which said resources are distributed; and
- a distribution part which distributes said resources described in said list to said terminals described in said list.

3. (ORIGINAL) The remote maintenance apparatus as claimed in claim 2, wherein said distribution part sends a part pertinent to a terminal in said list to said terminal.

4. (ORIGINAL) The remote maintenance apparatus as claimed in claim 1, further comprising:

an issuing part which issues, to a terminal, an instruction for said terminal to send configuration information when a configuration information ID sent from said terminal is not the same as the newest configuration information ID which is stored in said storing part; and

wherein said first obtaining part obtains configuration information sent in response to said instruction.

5. (ORIGINAL) The remote maintenance apparatus as claimed in claim 2, further comprising:

an issuing part which issues, to a terminal, an instruction for said terminal to send configuration information when a configuration information ID sent from said terminal is not the same as the newest configuration information ID which is stored in said storing part; and

wherein said obtaining part obtains configuration information sent in response to said instruction.

6. (ORIGINAL) The remote maintenance apparatus as claimed in claim 1, further comprising:

a collection part which collects start date and time information, and, end date and time information of maintenance work performed in terminals; and

a generation part which generates evaluation information of maintenance work from said date and time information collected by said collection part.

7. (ORIGINAL) The remote maintenance apparatus as claimed in claim 2, further comprising:

a collection part which collects start date and time information, and, end date and time information of maintenance work performed in terminals; and

a generation part which generates evaluation information of maintenance work from said date and time information collected by said collection part.

8. (PREVIOUSLY PRESENTED) A terminal which is connected to a remote

maintenance apparatus via a network, comprising:

an input part which inputs user information;

a collection part which collects apparatus information of said terminal and configuration information of hardware and software of said terminal when said input part inputs said user information; and

a send part which sends said apparatus information and said configuration information of hardware and software, and said user information to said remote maintenance apparatus while maintaining correspondences of said apparatus information, said configuration information of hardware and software and said user information.

9. (ORIGINAL) The terminal as claimed in claim 8, wherein said collection part collects changed configuration information when a configuration of said terminal is changed, and said send part sends said changed configuration information to said remote maintenance apparatus while bringing said configuration information into correspondence with said apparatus information.

10. (ORIGINAL) The terminal as claimed in claim 8, wherein said collection part collects configuration information when a configuration information ID stored in said terminal is not the same as a configuration information ID stored in said remote maintenance apparatus, and

said send part sends said configuration information collected at this time to said remote maintenance apparatus while bringing said configuration information into correspondence with said apparatus information.

11. (PREVIOUSLY PRESENTED) A terminal which is connected to a remote maintenance apparatus via a network, comprising:

an obtaining part which obtains configuration information of hardware and software distributed from said remote maintenance apparatus;

a setting part which sets said software in an application waiting state or in an immediate execution state; and

a control part which executes said software when conditions for releasing said application waiting state are satisfied or when said software is set in said immediate execution state.

12. (PREVIOUSLY PRESENTED) The terminal as claimed in claim 11, further

comprising:

an obtaining part which obtains information on said resources from said remote maintenance apparatus;

a judging part which judges whether said configuration information of hardware and software in said application waiting state are unnecessary or not, according to said information obtained by said obtaining part; and

a release part which releases said application waiting state of said configuration information of hardware and software when said judging part judges that said configuration information of hardware and software are unnecessary.

13. (ORIGINAL) The terminal as claimed in claim 8, further comprising:

a detection part which detects start and end of maintenance work or detects start date and time information and end date and time information of maintenance work; and

a notification part which notifies said remote maintenance apparatus of information detected by said detection part.

14. (PREVIOUSLY PRESENTED) A computer readable medium storing program code controlling a computer to perform processes of a remote maintenance apparatus used for maintenance of terminals connected to a network, by:

obtaining configuration information of hardware and software of terminals sent from said terminals;

storing said obtained configuration information of hardware and software,;

accessing said stored configuration information of hardware and software and bringing same into correspondence with generation information;

further obtaining configuration information of hardware and software of a failed terminal which is associated with failure information which is sent from said failed terminal, or further obtaining configuration information of hardware and software of said failed terminal by identifying the newest, stored configuration information of hardware and software of said failed terminal; and

extracting difference information between configuration information obtained by said further obtaining.

15. (PREVIOUSLY PRESENTED) A computer readable medium storing program code controlling a computer to perform processes of a remote maintenance apparatus used for maintenance of terminals connected to a network, by:

obtaining configuration information of hardware and software of terminals sent from said terminals;

a accessing a storing part which stores the newest configuration information of hardware and software of each terminal obtained by said obtaining;

a identifying terminals to which resources are distributed on the basis of said resources and configuration information of hardware and software stored in said storing part, and generating a list describing correspondence between said resources and said terminals to which said resources are distributed; and

a distributing said resources described in said list to said terminals described in said list.

16. (PREVIOUSLY PRESENTED) A computer readable medium storing program code controlling a computer to perform processes of a terminal which is connected to a remote maintenance apparatus via a network, by:

inputting user information;

collecting apparatus information of said terminal and configuration information of hardware and software of said terminal when said inputting said user information; and

a sending said apparatus information and said configuration information of hardware and software and said user information to said remote maintenance apparatus while maintaining correspondences of said apparatus information, said configuration information of hardware and software and said user information.

17. (PREVIOUSLY PRESENTED) A computer readable medium storing program code controlling a computer to perform processes of a terminal which is connected to a remote maintenance apparatus via a network, by:

obtaining configuration information of hardware and software distributed from said remote maintenance apparatus;

setting said configuration information of hardware and software in an application waiting state or in an immediate execution state;

executing said configuration information of hardware and software when conditions for releasing said application waiting state are satisfied or when said software is set in said immediate execution state.